

U.S. Postal Service Press Release

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SERVICE TO THE CITIZEN KIOSK PILOT PROGRAM

Designed by the Postal Service, the "information" kiosk is a key element in the Clinton Administration's re-inventing government initiative. This kiosk sets forth the vision of an increasingly effective government that employs state-of-the-art technology to deliver service to the public.

The White House asked the Postal Service to lead an interagency effort to define how to provide electronic access to government information and services using kiosks as a delivery vehicle. Since May, the Postal Service has worked with representatives of more than 18 federal agencies and 50 state and local governments to shape a model for government-wide service delivery. The task force has concentrated on researching new technologies and applications while analyzing the underlying business case for making electronic service delivery a reality. The results of these findings will be published in November, 1994.

The Postal Service: A Unique Institution

One of the central elements of the Postal Service's mission is to "bind the nation together." As electronic service delivery is used throughout the American economy, one of the most important tasks of the Postal Service is to guard against the risk of creating two societies: the electronic information "haves" and "have nots." The Postal Service, with its 40,000 locations, is the only federal agency that maintains day-to-day contact with the American public. The Postal Service which has played an essential role in developing America's infrastructure by becoming an active participant in the evolution of the nation's railroad system, the telegraph and the airplane, has a unique opportunity to contribute to building the Information Superhighway. For more than 200 years, America's postal system has been the trusted third party in the communications chain that binds the nation together. This public trust can now be extended to help the information revolution move forward.

The kiosk of tomorrow may offer one tool for extending the traditional postal mission by providing service to America. The kiosk delivering these services will be a completely new concept -- networking government service information through the Internet and other value added networks.

EXHIBIT

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Government Services that can be delivered through a kiosk

- Expanded federal, state and local agency office hours and locations
- Capacity to print forms for local, state and federal agencies
- Access to job bank information
- Ease in filing applications for local, state, and federal services
- Ability to pay fines, automobile registration renewal, etc.
- Capability to order local, state and federal information and products for delivery by mail
- Help in solving real life situations such as: loss of job, retirement, health problems, births/deaths
- Ability to obtain recreational information and reservations
- New access to Electronic Benefits Transfer systems

Postal kiosk services

- Mailing information
- Stamps by mail
- Sale and display of commemorative stamps
- Expanded office locations, hours and service
- Electronic Commerce Services (authentication, certification, electronic date and time stamp)
- USPS delivery of government service information ordered via kiosks
- ZIP Code look-up

Pilot Testing

The Postal Service is working with kiosk providers to market test interactive software and to refine customer service concepts.

Initial test units will be used as a technology and operations pilot test in the Washington, D.C. area at participating agency locations and at highly visible sites within the city. Following the tests of these first interactive units, kiosks will be market tested in urban and rural areas throughout the country.

The public's reaction, software and hardware usability, kiosk operation and support, usage rates and identification of the most popular topics, and willingness to pay for convenience are all factors that will contribute to evaluating the success of the program.

As successful market tests guide design, and appropriate interagency agreements are negotiated, nationwide delivery models may be considered. Working with federal agencies, state and local governments and private sector providers, the kiosk partnerships of the future will pioneer new forms of service delivery to citizens.